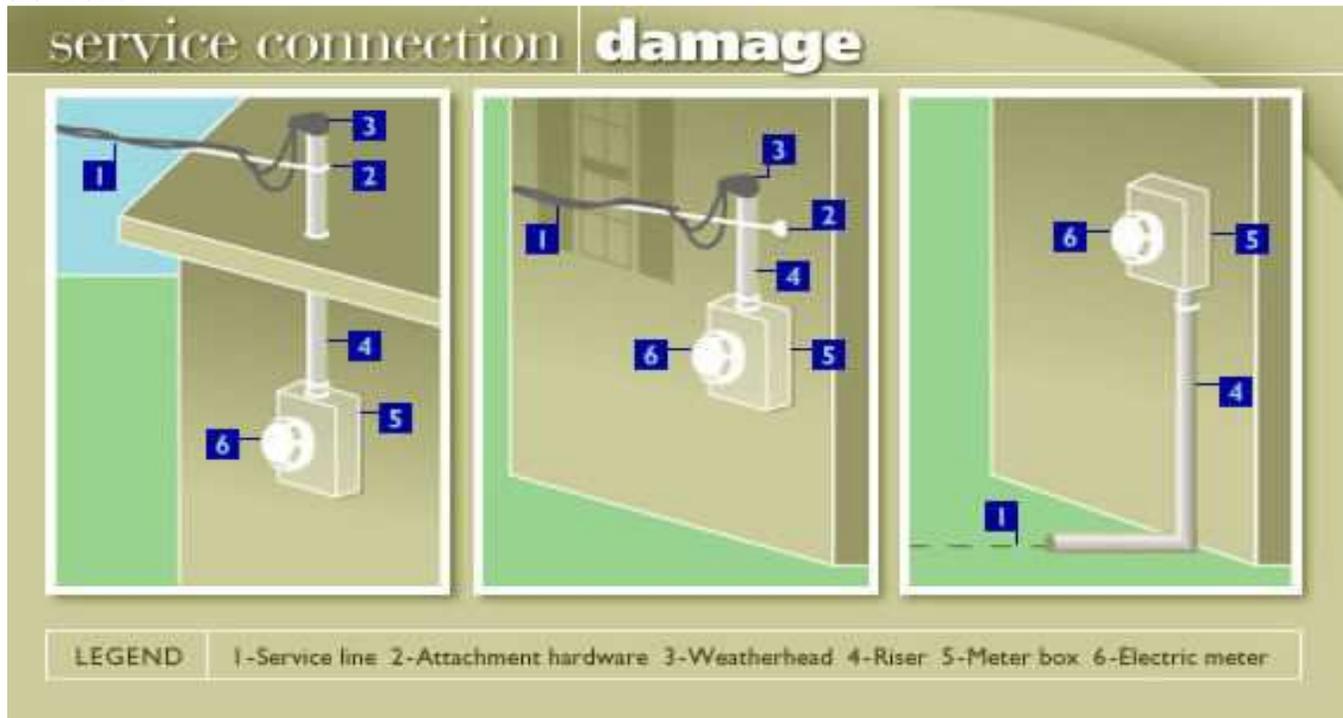




Understanding the Electric Service Connection

Service Connection Damage

If the service connection to your house was damaged, would you know what to do? The first step is to simply know who is responsible. This is a general overview of your service connection. Your specific circumstance may differ from what is shown below.



Residential installations: The City of Alachua owns and is responsible for the installation and maintenance of the service line (1) and electric meter (6).

The property owner is responsible for the attachment hardware (2), weatherhead (3), riser (4) and meter box (5). In addition, for underground electrical services, the property owner is responsible for the electrical conduit to the property line. If you are building a new home, a licensed electrician should be hired to install and maintain these parts.

Mobile homes: Customers living in mobile homes should contact the City of Alachua to determine who is responsible for the electric service.

What should you do if the meter box is pulled away from your house or apartment building?

The property owner is responsible for hiring a licensed electrician to reattach the meter box and make sure power is restored, if necessary. In certain situations, an electrical inspection may be required.

What should you do if the service connection comes loose from the structure because of storm damage or other cause?

The property owner is responsible for hiring a licensed electrician to make the necessary repairs to the attachment hardware, weather head and/or riser. The City of Alachua is responsible for the service line at its connection to the overhead distribution line and will make repairs necessary to restore electric service. If your service connection is damaged, schedule the electrician's visit prior to the City of Alachua's to ensure restoration of your electric service without unnecessary delays.